Sep-24-2002 11:41am

From-PILLSBURY WINTHROP LLP LA 1 T-823 2136291033 FOR UTILITY/DESIGN RULE 83 (37 C.F.R. 7.83) MAR 2 1 2001 DECLARATION AND POWER OF ATTORNEY CIP/PCT NATIONAL/PLANT FOR PATENT APPLICATION **DECLARATIONS**

P.002/002 F-073 PM & S FORM ORIGINAL/SUBSTITUTE/SUPPLEMENTAL IN THE WHITED STATES PATENT AND TRADEMARK OFFICE As a below named inventor, I hereby dectare that if Appliants, post office address and categorish are as stated below next to my name, and i pelicive I am the original, first and sole inventor (if only one hame is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patient is sought on the INVENTION ENTITLED

DATA INTEGRATION WITH INTERACTIVE VOICE RESPONSE SYSTEMS THE SPACIFICATION OF WHICH (CHECK applicable BOX(FS)) A 🖾 is altached hereto. B. | was filed on at 2.5. App C. | was filed as PCT International Application No. PCT/ BOX(ES) at 1.5. Application No. an and of applicable to U.S. or PCT application) was amended on I hereby actis that i have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above. I acknowledge the duty to discloss all information known to me to be industrial to parentapity as defined in 37 C.F.R. 1.56. Except as noted below, I hereby claim. Service of the property of the PRIOR FOREIGN APPLICATIONIS Date Patented Number Country Day/MONTH/Year Filed open or Published or Graniad Priority NOT Claimed if more prior toroign applications, it per at police and continue on attracted page.

Except as ricked police. I hereby claim demostic priority benefit under 35 U.S.C. 119(e) or 120 and/or 385(c) of the indicated Unded States applications is told police and applications listed above or below and, if this is a continuation-in-part (CIP) application, insofar as the subject matter disclosed in order applications in addition to that described in each prior applications, if acknowledge the duty to disclose all information through the representative as a second to the application of the second to the prior applications. defined in ST C.F.R. 1.58 which became a value between the files date of each such prior application and the national of PCT international filing date of this PRIOR U.S. PROVISIONAL, HONPROVISIONAL AND/OR PCT APPLICATION(S) Status Application No. (series code/serial no.) Priority NOT Claimed Day/MONTHY ear Filed pending, abundoned, patented I nereby doctare that all exatuments made herein or my own knowledge and that all statements made on information and patief are between to be true; and turner that these exatuments were made with the knowledge that within later statements and the like so made are purishable by the or impliconment, or born, under Natural than these easierherian were interest with the extensional basic statements and on the application of any parent desied thereon.

Section 1001 of Tipe 18 of the Linked States Code and that such willful false statements they jeeperdize the velicity of the application of any parent desied thereon. And I hereby appoint Patisbury Madison & Subs LLP. Interestual Preparty Group. 1100 Nor y Year evenue, N.W., Ninth Floor, East Tower, Washington, D.C. 20005-3818, telephone number (202) 851-3000 (to whom all communications are to be discussed, and the deborrance particular source agrees), inquiring the property of procedure that application and to transact as business to the Patent and Trademain Office connected the application and to transact as business to the Patent and Trademain Office connected the entire administration and the following patent, and I hereby Storreys to prosecute the application and to transact as pulsaness in the Patient and Trademank Office connected therewith and with the resulting patient, and i horsely subhorize them to delete name/humbers person of persons on longer with their firm and to act and rely on instructions from and communicate directly with the personary suppression organization who which his separater this case to them and by whom which I hereby declare that I have consented after full disclosure being personary in white the personary of white the contrary of the contrary Dale S. Lazar Paul E. White, Jr. 17519 32456 32011 Stephen C. Glazier Jack S. Banıfka G. Lloyd Knight 31361 17698 Glenn J. Perry 37087 2845A Paul F. McQuage 31542 Steven C Skebret Adam R. Hass 36279 41835 Kengrew H. Colton 30368 Ruth N. Morduch Robert G. Winkle 31044 William P. Alkins 37474 38821 G. Paul Eagell 24235 Richard H. Zaiden 27248 George M. Sınıla 18221 Paul L. Sparer 36004 Lynn E. Eccleston 35861 Donale J. Bird Peter W. Gowdey Roger R. Wise 31204 25323 James R. Their 31710 Timothy J. Kiima 34852 Jay M. Finkelstein Z1082 Peter Lam 25872 negotet .A pived 44855 32905 Michael R. Dzwonczyk Alan K Albous 36787 Gene I. Su 31805 Robert D. Anderson 45140 33626 Joseph R. Bond Jeffrey S. Draeger 36458 Richard C. Calderwood 41000 35468 Cynthia Thomas Featr 39973 Sean Fitzgerald David J. Kaplan 32027 Seth Z. Kalson 41105 40670 Chanes A Mino 47199 LAD V NOVEKOSKI Thomas C. Reynolds 37198 Naomi Opinato 32488 Kenneth M. Seddon 39320 Mark Seeley 43105 32299 Howard A. Skaist 36008 STEVEN C. SHOWERT 33555 Raymond J. Werner 34752 Charles K. Young 39435 Thomas Rawigh Lane 42781 Calvin E. Wells 43256 Com (1) INVENTOR'S SIGNATURE: 12-31-00 Glan **SHIRES** FIRST Middle Insa Family Name Residence Danville Самопыв USA Cay State/Foreign Country Country of Cohzenship 19 Campoell Place 9452B Date First Middle Instal Family Name Çay State/Foreign Country Country of Citaters rup

Post Office Address (Include Zip Code) (2) INVENTOR'S SIGNATURE: Residence Post Office Address (Include Zip Code)

FOR ADDITIONAL INVENTORS, "X" box [] and proceed on the attached page to list each additional inventor. Atty. Dkt. No. PMS 273233

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